

California State Government. An Equal Opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.
It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

BUSINESS SERVICE OFFICER I (SUPERVISOR)

Exam Code: 4CQ04



State of California
California Conservation Corps
1719 24th Street
Sacramento, CA 95816
(916) 341-3188

OPEN-SPOT

California Conservation Corps
Redding Operation

Final Filing Date: September 29, 2004

HOW TO APPLY: The State Examination and/or Employment Application (Form Std. 678) is available at the California Conservation Corps, State Personnel Board and local Employment Development Departments. This form may also be accessed from either the State Personnel Board's website at www.spb.ca.gov or the California Conservation Corps' website at www.ccc.ca.gov.

Applications must be **POSTMARKED by the U.S. Postal Service** no later than September 29, 2004, the final filing date. **Metered mail machine date stamps will not be accepted.** Applications postmarked, personally delivered or received via inter-office mail after the final filing date will not be accepted for any reason. Applications received via FAX machine will not be accepted.

Applications may be filed in person or mailed to the:

California Conservation Corps
1719 24th Street
Sacramento, CA 95816
Attn: Examination Unit

SUBMIT APPLICATIONS ONLY TO THE ADDRESS INDICATED ABOVE. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD OR CCC SERVICE DISTRICT OFFICES.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination (Form Std. 678)." You will be contacted to make specific arrangements.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

EXAMINATION INFORMATION: After the examination unit receives your completed application by the final filing date, it will be evaluated to determine if you meet the minimum qualifications for the classification. One or a combination of the following testing methods may be utilized: written exercise and/or oral interview. Competitors who do not participate in the selected testing method will be disqualified. A minimum rating of 70.00% must be attained in order to pass the examination and be placed on the eligible list. It is anticipated that interviews will be held some time in **October or November**.

SALARY RANGE: \$3593 - \$4319

ELIGIBLE LIST INFORMATION: A departmental open-spot, list will be established for the California Conservation Corps, Redding Operation. Transfer of list eligibility is prohibited. Eligibility expires 12 months after the list is established, unless otherwise notified.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

All applicants must meet the education and/or experience requirement for this examination by the final filing date.

It is your responsibility to make sure you meet the education and/or experience requirements stated below. Your signature on your application indicates you have read, understood and possess the basic qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "Or II," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Note: All applications/resumes must include "to" and "from" dates (month/day/year); time base; and, if applicable, civil service class titles. Applications/resumes received without this information WILL BE REJECTED because of incomplete information.

MINIMUM QUALIFICATIONS:**Either I**

One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. *(Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)*

Or II

Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:

1. Equipment and supplies management including the preparation of purchase documents. **or**
2. Building management including lease negotiation and problem resolution. **or**
3. Telecommunications including landwire and radio/microwave.

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.]

AND

Education: Equivalent to graduation from college. *(Additional qualifying experience may be substituted for the required education on a year-for-year basis.)*

THE POSITION: This is the first supervisory level in the series. Under general supervision, incumbents typically have full supervisory responsibility for approximately 3 - 6 lower level staff in a business service office which may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks.

Typically, incumbents either (1) supervise all business service functions in the smallest business service offices and may personally perform the most difficult and complex technical and analytical business service work; or (2) in larger offices, supervise one or more business service functions of average difficulty or two or more functions of least complexity as assistant to a higher level Business Service Officer and assist with the performance of more difficult and complex business service work.

Scope:**Knowledge of:**

1. English grammar and punctuation;
2. Principles and practices of public administration;
3. Financial record keeping;
4. Office and automotive equipment and supplies;
5. Bases for property values and the legal forms, procedures and requirements necessary in property transactions;
6. Building management including office layout, lighting, heating and ventilation;
7. Personnel management and supervision;
8. Manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.

Ability to:

1. Communicate effectively;
2. Learn rapidly;
3. Follow directions;
4. Analyze data accurately;
5. Reason logically;
6. Maintain the confidence and cooperation of those contacted during the course of work;
7. Utilize good work habits;
8. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications;
9. Utilize office and automotive equipment and supplies effectively and economically;
10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs;
11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements;
12. Plan and direct the work of others;
13. Successfully negotiate agreements for office space, equipment, supplies and services;
14. Prepare budgetary data on such needs;
15. Analyze situations and problems accurately and take an effective course of action;
16. Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs;
17. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

Veterans Preference Points will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P. O. Box 1559, Sacramento, CA 95807.

Career Credits will not be granted in this examination.

GENERAL INFORMATION

It is the candidate's responsibility to contact the California Conservation Corps at (916) 341-3167 three weeks after the final filing date if he/she has not received a progress report.

If you meet the requirements on the preceding page, you may take this examination, which is competitive. Possession of the entrance requirements does not assure you a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Conservation Corps reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with the civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience with evidence of the candidates ability to accept and fulfill increasing responsibility than to the length of his/her experience. Evaluation of a candidate's development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Preference Points: California Law allows granting of Veterans Preference Points in open entrance examinations and open non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: Five (5) points for veterans; and 10 points for disabled veterans. These credits are granted to all competitors who qualify for, and have requested these points and who are successful in all parts of the examination.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device. TDD 1-800-735-2929.